GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4346
ANSWERED ON:11.08.2016
Upgradation of Seats in Flights by Air India
Vellaigounder Shri Elumalai

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India upgrades economy class seats to premium/higher class seats in its flights;

(b) if so, the details thereof and the norms/basis for such upgradations;

(c) whether upgrades recommended by cabin crew members and bureaucrats is a routine practice in Air India and if so, the details thereof and the reasons therefor;

(d) whether the Government proposes to curb this practice by cabin crew and bureaucrats to upgrade seats for their friends booked in lower class; and

(e) if so, the details thereof and the action taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) and (b): Up-grades are carried out by Air India on the following grounds:

i. On payment of the prescribed amount by the passengers
ii. Up-grades done by Air India during overbooked flights
iii. Up-grades done on other commercial considerations

These up-grades are done subject to availability of higher class seats on payment of the specified charges by the passenger on first come first served basis. Such upgrades are done by the authorized executives of Air India at different levels depending upon the nature of upgrade.

(c): No, Madam.

(d) and (e): Do not arise in view of (c) above.